

IP Telephony and Voicemail System
Town of West Newbury
Addenda

RFP# 2024-WN-003

Town of West Newbury
381 Main Street
West Newbury, MA 01985

ADDENDUM #2

Notice to all prospective bidders.

Addendum #2 released Friday January 5th, 2024.

The following are clarifications being made to the RFP:

Questions and Answers:

- 1. What is the current manufacturer of the systems that you have?**
 - a. Comdial
- 2. Is there a preference – standalone systems that can connect via VOIP or Cloud Solution?**
 - a. There are at least three separate physical locations and independent organizations but all will require interoffice paging and intercom ability. We believe a cloud service will be the best choice. There are no physical lines or connections between locations.
- 3. What does your existing network look like – what is it comprised of?**
 - a. Regular copper lines from a legacy Comdial PBX system. New CAT6 wiring of Town Offices to separate phones from data network is desired.
- 4. Do you have POE?**
 - a. Not for phones, a POE switch for phones will be required.
- 5. Do you have a connection to the internet? Is it in all locations or just one?**
 - a. All locations have internet.
- 6. Is resilience important to you?**
 - a. Yes.
- 7. Are you looking to incorporate schools in the future?**
 - a. Not at this time.
- 8. Are you using Zoom? Teams?**
 - a. Zoom.
- 9. What do you use video for?**
 - a. Public meetings and private department meetings.
- 10. How do you integrate with the 911 center?**
 - a. The 911 system is its own network within our dispatch center maintained by Verizon and the State. The new system will not need to integrate with 911.
- 11. Do you have just one PRI?**
 - a. Town Office building (1910 Building) has just one PRI we believe, not sure about other locations

12. The RFP states “hard Lines” – are those individual copper trunks or DID’s off the PRI?

- a. We believe they are Copper trunks.

13. Voicemail requirements – Atris? – Old School

- a. Voicemail is required and the ability to check remotely and have copy sent to email.

14. Is there a need to do SMS?

- a. We do not believe so.

15. Is there only 1 console required or 1 console per “location”? Please clarify. If 1 console BLF for all stations connected to the system?

- a. We would imagine 1 console/switchboard per location but a hunt group and auto attendant may be used to send outside calls to any switchboard as backup.

16. Attachment D: Complete List of Inventory & Needs – Please define the physical location for each under the Hardlines section below:

Hardlines			
Security System	1	1	0
Emergency	1	1	0
Elevator	1	1	0
Fax 1st floor	1	1	0
Fax 2nd floor	1	1	0
Total Hardlines	5	5	0

- a. Security System: 1910 Building (381 Main Street)
- b. Emergency: 1910 Building (381 Main Street)
- c. Elevator: 1910 Building (381 Main Street)
- d. Fax 1st Floor: 1910 Building (381 Main Street)
- e. Fax 2nd Floor: 1910 Building (381 Main Street)

17. Please provide the type of speeds for the three (3) Town facility locations.

- a. 1910 Building (Town Offices) – 500/500 Mbps
- b. Public Safety Building: +/- 100 Mbps
- c. GAR Memorial Library: 75/25 Mbps

End of Addendum